Job Title: Telecommunications Manager

Department: Police

Immediate

Supervisor: Police Commander

Origination Date:	07/01/2001
Revision Date:	07/01/2008
Job Grade	611
FLSA Stratus	Exempt

BRIEF DESCRIPTION OF THE JOB:

Plans, directs, supervises, and evaluates all aspects of operations of the Police Communications Center. Acts as liaison, advisor, project manager, and technician on technical issues in all areas of the Police Department. Supervise daily duties and assignments of other city department employees assigned to the Police Department. Acts as liaison between Telecommunications Division/Police Department and other law enforcement agencies.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Supervises Communication Center staff by directing, monitoring, and evaluating work performance of operators and supervisors; maintaining personnel records; handling disciplinary and salary matters; and providing staffing, scheduling, and training for all staff.
2	L	Manages all equipment/technology issues of the Communications Center by maintaining wide knowledge base; ensuring uninterrupted service of 911/phone equipment, radio equipment, computer based systems, and recording equipment; providing basic troubleshooting and maintenance; and researching/developing new systems to improve public safety services.
3	S	Manages annual Communication budget by conducting research on budgetary needs, justifying requested funds, tracking and documenting all expenditures, and arranging payment of division bills.
4	S	Operates as the agency System Security Officer for the Arizona Criminal Justice System network by maintaining security of all criminal information records, ensuring all personnel with access have passed the required screenings, and providing training to those with access to the system.
5	S	Acts as a liaison between the department and numerous organizations and agencies by maintaining influential status and preparing presentations and reports.
6	S	Supports division policy development and compliance by ensuring policies are updated and distributed and conducting reviews of new and changed policies.
7	S	Ensures training of all division personnel meets or exceeds mandated standards by overseeing the division training program, submitting proper paperwork, and seeking cost effective alternatives in training.

	Physical Strength Code	ESSENTIAL FUNCTIONS
8	S	Assists in the recruiting of personnel by overseeing and evaluating the hiring process of division personnel; reviewing examinations and interview questions, and making recommendations in hiring, discipline, and termination matters.
9	S	Maintains the skills and certifications necessary to function as a Telecommunications Operator by staying current on laws and codes, operating various center equipment, and continuing operational proficiency of Operator.

JOB REQUIREMENTS:

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Formal Education/ Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Minimum five years experience in a related field.
Certifications and Other Requirements	Valid Driver's License, Arizona Criminal Justice Information System Terminal Operator Certificate Level A.
Reading	Work requires the ability to read local, state, and federal laws; statutes and codes; operating manuals; ACJIS manuals and guidelines; and various policies, rules, and regulations.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, division and general accounting.
Writing	Work requires the ability to write policies, procedures and guidelines, training manuals, presentations, reports, and correspondence.
Managerial	Semi-Complex - Work requires managing and monitoring work performance of a division including evaluating program/work objectives and effectiveness, establishing broad organizational goals and realigning work and staffing assignments for the department.
Budget Responsibility	Significant - Has responsibility for final approval of at least one division budget and presents the budget(s) to Senior Management. Is authorized to approve division budgeted expenditures for both staff and resources up to the amount that requires the approval of Senior Management
Policy/Decision Making	Significant - The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Projects and daily work are managed with little oversight, however special assignments and significant work products may be reviewed upon completion. Typically positions in this category are supervisor to mid-management jobs.
Technical Skills	Broad Application - Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Interpersonal/Human Relations Skills	High - Interactions at this level typically result in recommendations regarding policy development, changes in policy, and implementation of policies. Interactions at this level are typically concerned with providing communications at higher levels of organizational operations and may utilize activities such as evaluating customer satisfaction, developing cooperative associations, and allocating resources to improve work operations, work quality, overall achievement of organizational goals and objectives, and customer satisfaction.

Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From $1/3$ to $2/3$ of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)	Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	□ N □ R ⊠ O □ F □ C	 ☑ Making presentations ☑ Observing work site ☑ Observing work duties ☑ Communicating with co-workers 	Pushing/ Pulling	□ N ⊠ R □ O □ F □ C	☒ File drawers☒ Equipment☐ Tables and chairs☐ Hoses
Fine Dexterity	□ N □ R □ O □ F ⊠ C	 ☑ Computer keyboard ☑ Telephone keypad ☑ Calculator ☐ Calibrating equipment 	Climbing	□ N ⊠ R □ O □ F □ C	⊠ Stairs □ Ladders □ Step stools □ Onto equipment
Walking	□ N ⊠ R □ O □ F □ C	☑ To other departments/offices☑ Around work site	Vision	□ N □ R □ O □ F ⊠ C	☒ Reading☒ Computer screen☒ Driving☐ Observing work site
Lifting	□ N ⊠ R □ O □ F □ C	⊠ Supplies ⊠ Equipment ⊠ Files	Foot Controls	□ N ⊠ R □ O □ F □ C	☑ Driving☐ Operating heavyequipment☐ Operating Dictaphone
Carrying	□ N ⊠ R □ O □ F ⊠ C	⊠ Supplies ⊠ Equipment ⊠ Files	Balancing	□ N ⊠ R □ O □ F □ C	☐ On ladders ☑ On equipment ☐ On step stools
Sitting	□ N □ R □ O □ F ☑ C	☑ Desk work ☑ Meetings ☑ Driving	Bending	□ N ⊠ R □ O □ F □ C	☐ Filing in lower drawers ☐ Retrieving items from lower shelves/ground ☐ Making repairs
Reaching	□ N ⊠ R □ O □ F □ C	☒ For supplies☒ For files	Crouching	□ N ⊠ R □ O □ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground
Handling	□ N □ R □ O ⊠ F □ C	☑ Paperwork☐ Monies	Hearing	□ N □ R □ O □ F ⊠ C	⊠ Communicating via telephone/radio, to co-workers/public ∐ Listening to equipment
Kneeling	□ N ⊠ R □ O □ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground	Twisting	□ N ⊠ R □ O □ F □ C	☒ From computer to telephone☒ Getting inside vehicle
Crawling	□ N ⊠ R □ O □ F □ C	☑ Under equipment☐ Inside attics/pipes/ditches	Talking	□ N □ R □ O ⋈ F □ C	☑ Communicating via telephone/radio, to co-workers/public
Other		(Explain)	,	,	,

N/A

Physical Demands (continued) Machines, Tools, Equipment and Work Aids: Telecommunications equipment for the deaf (TDD), dispatching equipment, 911/phone system, radio equipment, copy machine, Fax machine, general office supplies, radio equipment, radio repair and installation tools. **Computer Equipment and Software:** Position 911/phone computers, Motorola Gold Elite Radio consoles, NWS CAD & RMS, Microsoft Windows/Office, Lotus Notes, Internet, Arizona Criminal Justice Information System, CARNAC, National Law Enforcement Telecommunications System, ALETS, Law Enforcement Justice Information System, Mercom digital logging recorder, inventory management software, Motorola radio programming system, cell phone programming equipment. **Environmental Factors: Environmental Conditions** Several Times Several Times Never Seasonally Daily Per Month Per Week Extreme temperature X (heat, cold, extreme temp. changes from outside work) Wetness and/or humidity X (bodily discomfort from moisture) Respiratory hazards X (fumes, gases, chemicals, dust and dirt) Noise and vibration X (sufficient to cause hearing loss) Physical hazards \times (high voltage, dangerous machinery, aggressive prisoners, patients - not customers) **Health and Safety Conditions:** Health and Safety Conditions N = NeverR = RarelyO = OccasionallyF = FrequentlyC = ConstantlyNever Less than 1 1/3 or more of From 1/3 to 2/3 2/3 or more of hour per week the time of the time the time occurs X Mechanical hazards X Chemical hazards \boxtimes Electrical hazards Fire hazards X X **Explosives** П П П X Communicable diseases X Physical danger or abuse Other (specify) П П **Primary Work Location:** ☑ Office Environment ☐ Warehouse ☐ Shop □ Vehicle ☐ Recreation Centers/Neighborhood Centers ☐ Outdoors ☐ Other (Specify) **Protective Equipment Required:**

Job Demands

Overall Strength Demands:

	Overall Strength Demands
☐ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.
⊠ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significant degree.
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	×			
Emergency Situations			X	
Frequent Change of Tasks	\boxtimes			
Irregular Schedule/Overtime		×		
Performing Multiple Tasks Simultaneously		\boxtimes		
Working Closely with Others as Part of a Team		×		
Tedious or Exacting Work	×			
Noisy/Distracting Environment			×	
Other (Describe below.)				

EXPECTED BEHAVIOR:

Manager/Supervisor – Expected Behavior

The incumbent is expected to embrace, support, and promote the City's core values, beliefs, and culture, which include but are not limited to the following:

- Be positive. Do not participate in gossip or allow gossip or negative comments
- Make time for your employees.
- Maintain confidentiality
- Ensure work plans are prepared and communicated to employees at the time of hire and subsequent dates.
- Ensure evaluations in your area are turned in on time, and are fair and accurate reflections of the work performed for the entire evaluation period.
- Ensure all new employees are trained and mentored
- Prepare career plans. Ensure tools/resources are available for employees to achieve goals
- Walk the talk be an advocate for the Goodyear culture
- Make communication within your department a top priority
- Encourage positive feedback
- Be accountable submit responses to all requests for information by due date and meet deadlines.
- Support a learning environment
- Be on time for all meetings
- Be a champion of the cities policies and procedures and the classification and compensation program.
- Create and implement ethical standards for your worksite
- Respond to personnel issues immediately
- Ensure employees are allowed to participate ion teams and have time to do so
- Prepare and update standard operating procedures, and departmental operation plans annually.
- Ensure that your employees have the necessary resources they need to be successful within budgetary constraints.
- Be accountable for monthly/annual budget expenditures and be fiscally responsible
- Monitor department accomplishments related to performance indicators
- When wrong, state so
- Discussing and planning should be followed up with action
- Let common sense prevail
- Motivate your employees provide positive feedback
- Be visionary anticipate issues
- Mentor and build internal capacity in order for the employees to be able to compete
- Support organizational change
- Support the City's values and mission
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors, and vendors.
- Understand and interpret City policies and procedures, and make rational decisions/ recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and practices and adhere to responsibilities concerning safety prevention, reporting, and monitoring. Safety is everyone's responsibility. Make it a critical part of the day to day operations
- Encourage teamwork and participation by all employees

- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
ob Title of Department Director	Signature of Department Director	Date
ents:		

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.